

# **PATIENTS CODE OF RESPONSIBILITY**

## **YOUR INSURANCE IS YOUR INSURANCE**

Please familiarize yourself with the rules and requirements of your insurance.

We do not make the rules but we are obligated to follow them, if Dr. Branche recommends a diagnostic test i.e. MRI **that requires authorization / pre-certification** please let our office know that authorization / pre-certification is required and we will initiate the process to get authorization. This process may take 1-2 weeks. Your insurance requires that we present clinical documentation to support the request. It may be several days before we have the clinical documents to present to the insurance company. Please be patient. If you have not heard from our office with in a reasonable amount of time (1 week) please call 703-769-8480 ext 6 and speak with or leave a message for Karen.

## **MRI'S / DIAGNOSTIC EXAMS**

After you have had the requested exam, i.e. MRI, our office will call you after Dr. Branche has had an opportunity to review your films / CD. If you had the MRI at **Insight Imaging** of Arlington your films will be couriered to our office for Dr. Branche to review. AGAIN we will CALL YOU.

If you have your exam done at a facility other than Insight Imaging it is your responsibility to get the films / CD of the exam to our office. You can drop the Films/ CD at the front desk between the hours of 8:30 AM and 5:00 PM Monday – Friday.

## **CANCELING / RESCHEDULING SURGERY**

We have found the need to institute a \$25.00 fee the first time you need to cancel / r/s surgery and \$50.00 fee if there is a second time. This policy has been instituted due to the administrative efforts and time required to post a surgical procedure

(This applies even if you scheduled the surgery left the office and call 1 hour later).

## **REFERRALS**

If your insurance requires you to have a referral for you to be seen by a specialist it is your responsibility to obtain the referral from your primary care physician and know how many visits you have on the referral.

### **FEES TO COMPLETE DOCUMENTS RECEIVED FROM OUTSIDE**

We are happy to complete any paperwork for our patient's; however there is a fee for this and we should receive this up front. We request at least 3 days to complete them.

#### **Fees are incurred for the following services:**

Missed appointments:	\$35.00
DMV Forms:	\$25.00
Short Term Disability	\$40.00
Long Term Disability	\$40.00
Jury Duty Letters	\$40.00
Health Club Letters	\$40.00

### **RECORDS RELEASE**

To request a copy of your records we need a signed authorization from you. The fee for records is as follows:

Under the Virginia Law (8.01 –413) the charge for copying medical records is \$10.00 for each search and retrieval, plus \$0.50 per page up 50 pages and \$0.25 per page for each page more than 50 pages.

If the records are older than 4 years they have been archived and there is a \$25.00 fee to request an archived record.

If the record is older than 1999 those records have been destroyed.

If you are being seen as result of a workmen's compensation claim or for an IME (independent medical exam) you need to contact your adjuster or nurse case manager to obtain a copy of your records. \*The fees and authorization also apply to an attorney requesting your records. AGAIN if this a workmens' compensation claim we will only communicate with the compensation carrier.

### **Medication prescribed by Dr. Branche**

Some medications prescribed by Dr. Branche

- a) May not be covered by your insurance
- b) May need to be pre authorized by your insurance  
need to allow 2 weeks for this process
- c) May only be available through your insurances' mail order  
pharmacy